Managing Your Trinity Laban IT Password

User Manual

12 September 2014

1. Overview

You log into most Trinity Laban IT and online services using your IT password. Examples are Trinity Laban Email, Moodle, the library computers, the staff computers (staff only), the wireless network, and Room Booker (Music students only).

The password expires every 365 days, and shortly before it expires, you will be emailed notices reminding you to reset it. Of course, you can also reset your password at any time you wish.

Whether you wish to reset your password, or have simply forgotten your password, the tool to use is our Self Service Password Management system, Password Reset Pro.

Important:

- You need to enrol onto Password Reset Pro before you can use it to reset your password. When you enrol, you will need to know your current password, so make sure you enrol before you need to use it!

- Make sure you remember the picture and security word you choose when you enrol. You'll need these when you want to use the system to reset your password.

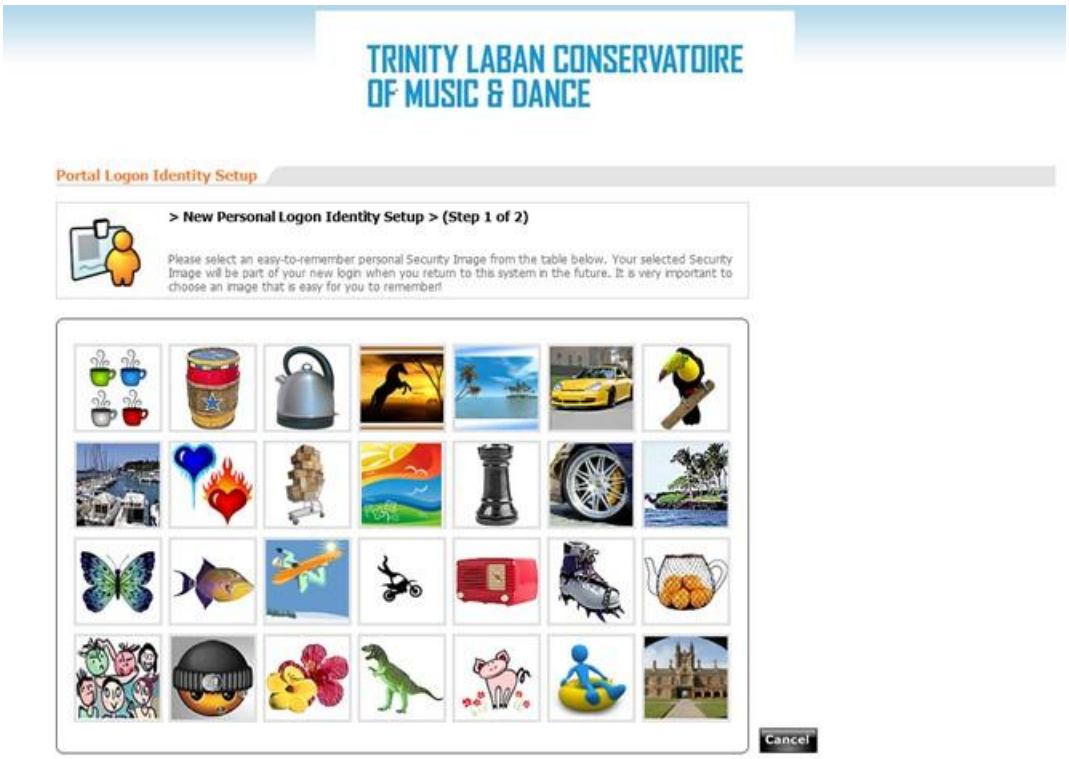
2. Enrolling onto Password Reset Pro

Go here: https://password.trinitylaban.ac.uk

At Domain Username, enter your TL username. For students, this will be something like john.s13, and for staff, it'll be similar to j.smith.

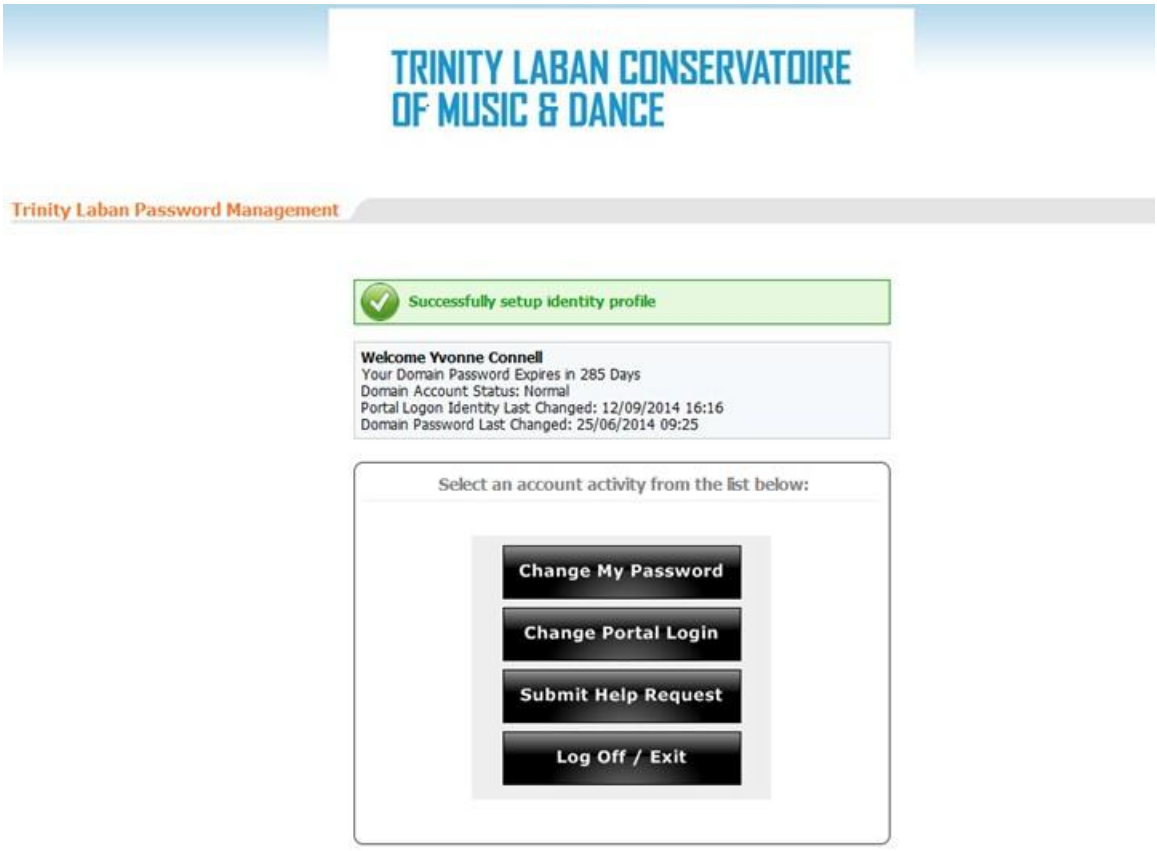
At Domain Password, enter your current TL IT password.

You'll be shown an introduction page, and then you'll be asked to select a picture. Choose a picture you're likely to remember!


TRINITY LABAN CONSERVATOIRE
OF MUSIC & DANCE
Portal Logon Identity Setup
> New Personal Logon Identity Setup > (Step 1 of 2)
Please select an easy-to-remember personal Security Image from the table below. Your selected Security Image will be part of your new login when you return to this system in the future. It is very important to choose an image that is easy for you to remember!
Cancel

Next, you'll be asked to enter a security word. Again, choose a word you'll remember.

You're now enrolled, and you'll see the main menu:


TRINITY LABAN CONSERVATOIRE
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Trinity Laban Password Management
Successfully setup identity profile
Welcome Yvonne Connell
Your Domain Password Expires in 285 Days
Domain Account Status: Normal
Portal Logon Identity Last Changed: 12/09/2014 16:16
Domain Password Last Changed: 25/06/2014 09:25
Select an account activity from the list below:
Change My Password
Change Portal Login
Submit Help Request
Log Off / Exit

From the main menu, you can change your password, or you can select 'Change Portal Login' to change your picture and security word for Password Reset Pro.

IT Department
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